**Library session – Consumer Problems**

Go to this website: [www.consumeraffairs.govt.nz](http://www.consumeraffairs.govt.nz) to answer the following questions and to get information that will be useful to you as a consumer:

1. We will be using the links under the heading ‘For consumers’. **Under Faulty goods:**
2. First find out what you can do if you buy something from ‘The Warehouse’ and it breaks too easily?
3. When aren’t you covered by the Consumer Guarantees Act?
4. If you have a minor problem with a product what can you do? If you have a serious problem with a product what can you do?
5. What can you do if you buy a stereo from an auction on trademe and it doesn’t go?
6. What can you do if you buy a tv from a garage sale and it doesn’t go?
7. What can you do if you buy a toaster from a second hand store and it doesn’t go?
8. **Under Second Hand Goods:**
9. Internet auctions are tricky – especially sites like trademe where you can use a buy now option or win an auction. Find out what rights you have if you use buy now and whether they are the same rights if you win an auction.
10. Second hand cars “are one of the biggest problems for consumers” investigate why that is (under second-hand goods).
11. **Under Warranties:**
12. What is a Warranty?
13. The Consumer Guarantees Act states that good must last for a **reasonable amount of time**. How long is reasonable?
14. What else does the Consumer Guarantees Act state about the goods you purchase?
15. Buying extended warranties can be expensive. Check what your rights are and how long your purchase is covered under the Consumer Guarantees Act. (You may think twice before forking out for an extended warranty!).
16. What can you do if a shop refuses to fix or replace a product like a tv that you have had for two years and suddenly stops going.